

City of Piedmont
COUNCIL AGENDA REPORT

DATE: May 6, 2024

TO: Mayor and Council

FROM: Rosanna Bayon Moore, City Administrator

SUBJECT: Consideration of adoption of Three Resolutions to: (1) Approve Job Classifications and Set Compensation and Employment Terms for the New Public Safety Dispatch Supervisor Classification and Revised Recreation Supervisor Classification, Add the Public Safety Dispatch Supervisor to the Unrepresented Professional, Technical and Supervisory Unit, and Revise Resolution 97B-2021; (2) Reclassify the Aquatics Supervisor Classification to the Recreation Supervisor Classification and Rescind Resolution 12-2024; and (3) Approve the Revised Job Classifications for the Police Captain Classification and the Support Services Commander Classification

RECOMMENDATION

It is recommended that the City Council move to approve the following Resolutions:

- A. Approve Job Classifications and Set Compensation and Employment Terms for the New Public Safety Dispatch Supervisor Classification and Revised Recreation Supervisor Classification, Add the Public Safety Dispatch Supervisor to the Unrepresented Professional, Technical and Supervisory Unit, and Revise Resolution 97B-2021.
- B. Reclassify the Aquatics Supervisor Classification to the Recreation Supervisor Classification and Rescind Resolution 12-2024.
- C. Resolution to Approve the Revised Job Classifications for the Police Captain and for the Support Services Commander.

BACKGROUND

A job classification is a foundational document for personnel employed by the City of Piedmont. A job classification establishes supervisory arrangements, representative duties, skills and qualifications, the work environment and other features that help to define the workplace. Once a job classification is created, it is best practice to periodically review as agency needs and staffing models evolve over time.

The City of Piedmont Civil Service Commission met on Monday, April 22, 2024, to consider four job classifications as follows:

- Public Safety Dispatch Supervisor –Ralph Andersen & Associates, a human resources consulting firm specializing in public sector management, prepared a new job classification. The City of Piedmont has operated its own public safety answering point (PSAP) for police, fire and paramedic services since 1978. Five full time Dispatchers have historically staffed the 24/7 operation. As of July of 2023, the Piedmont City Council authorized additional staffing of one full time Dispatcher to improve coverage during peak periods. With the passage of Measure F in November of 2024, the City is seeking to augment staffing with the presence of one additional full-time position by improving alignment with professional standards for the industry.

The Dispatch Supervisor position is recommended to address day-to-day supervision in the PSAP, including new technology and increasingly complex responsibilities. Establishing the Dispatch Supervisor position will enable the establishment of a formalized Quality Assurance/ Quality Control program, ongoing development of policies and procedures, first line supervision of Dispatch training programs, and first line supervision and management of the Department's communications systems. The Dispatch Supervisor position is a working supervisor who will also perform dispatch duties.

- Recreation Supervisor – Revisions were made to the existing Recreation Supervisor job classification to provide flexibility and overlap within the Recreation Supervisor classification. The job classification covers Supervisors assigned to oversee childcare, aquatics, sports, facility rentals, recreation classes, cultural activities, enrichment programs and services, special events, facility operations and rentals. With this change, the Aquatics Supervisor job classification will be reclassified to Recreation Supervisor.
- Police Captain – Minimal revisions were made to precisely align with the scope of job duties and responsibilities.
- Support Services Commander – Minimal revisions were made to precisely align with the scope of job duties and responsibilities. Furthermore, an examination of similar job classifications in Piedmont's designated comparator cities, along with neighboring cities, revealed a need to adjust the requirements for education and experience to ensure an effective recruitment for this position in the future.

The Civil Service Commission ultimately recommended approval of one new job classification and three updated job classifications above described.

Since the Recreation Supervisor and the Public Safety Dispatch Supervisor are members of the Unrepresented Recreation Unrepresented Professional, Technical and Supervisory Unit, Resolution 97B-2021, which sets forth the terms and conditions of employment for that unit, will be revised.

Likewise, Resolution 12-2024, which revised Resolution 97B-2021 to add the Aquatics Supervisor Classification, shall be rescinded to reflect the reclassification of that position.

CITY ATTORNEY REVIEW

The City Attorney has reviewed the staff report.

FISCAL IMPACT

The fiscal impact of restructuring the existing Recreation Supervisor position to include Aquatics as part of the subsets are:

FY 2023-24 > No impact. The compensation increase of \$3,200 for the three existing supervisors for the remainder of the year is offset by the savings realized by the delay in hiring the Aquatics Supervisor.

FY 2024-25 > Total compensation will increase by approximately \$20,000. This is included in the Proposed Budget.

Total Compensation for the Dispatch Supervisor, including benefits, retirement, and taxes, is approximately \$175,000. This amount has been included in the FY 2024-25 Proposed Budget.

There is no fiscal impact associated with the Police Captain or Support Services Commander revisions as no salary modifications were made.

ATTACHMENTS

- A. Resolution to Approve Job Classifications and Set Compensation and Employment Terms for the New Public Safety Dispatch Supervisor Classification and Revised Recreation Supervisor Classification, Add the Public Safety Dispatch Supervisor to the Unrepresented Professional, Technical and Supervisory Unit, and Revise Resolution 97B-2021. Exhibit 1 – Job Classification for the Public Safety Dispatcher Supervisor; Exhibit 2 – Job Classification for the Recreation Supervisor
- B. Reclassify the Aquatics Supervisor Classification to the Recreation Supervisor Classification and Rescind Resolution 12-2024.
- C. Resolution to Approve the Revised Job Classifications for the Police Captain and for the Support Services Commander; Exhibit 1 – Job Classification for the Police Captain; Exhibit 2 – Job Classification for the Support Services Commander

By: Jeremy Bowers, Police Chief
Stacy A. Jennings, Human Resources Administrator
Chelle Putzer, Recreation Director

RESOLUTION NO. _____

RESOLUTION TO APPROVE JOB CLASSIFICATIONS AND SET COMPENSATION AND
EMPLOYMENT TERMS FOR THE NEW PUBLIC SAFETY DISPATCH SUPERVISOR
CLASSIFICATION AND REVISED RECREATION SUPERVISOR CLASSIFICATION, ADD
THE PUBLIC SAFETY DISPATCH SUPERVISOR TO THE UNREPRESENTED
PROFESSIONAL, TECHNICAL AND SUPERVISORY UNIT, AND REVISE RESOLUTION
97B-2021

WHEREAS, City staff has recommended creating a new job classification of Public Safety Dispatch Supervisor and revising the job classification and compensation for the Recreation Supervisor; and

WHEREAS, after a review of similar positions in comparable cities, it is recommended that the Public Safety Dispatch Supervisor's salary be set at \$8,088.00 to \$9,831.00 per month for Fiscal Year 2023-2024; and

WHEREAS, after a review of similar positions in comparable cities, it is recommended that the Recreation Supervisor's salary be set at \$7,220.00 to \$8,776.00 per month for Fiscal Year 2023-2024; and

WHEREAS, the City Council approved Resolution 97B-2021 on December 20, 2021, which set employment and compensation details for the Unrepresented Professional, Technical and Supervisory Unit, employees for the period of July 1, 2021 through June 30, 2025; and

WHEREAS, the Public Safety Dispatch Supervisor will be added to the Unrepresented Professional, Technical and Supervisory Unit and so Resolution 97B-2021 will be revised to include the new or updated terms and conditions of employment for the Public Safety Dispatch Supervisor; and

WHEREAS, the Recreation Supervisor is a member of the Unrepresented Recreation Unrepresented Professional, Technical and Supervisory Unit and so Resolution 97B-2021 will be revised to reflect the updated terms and conditions of employment for the revised Recreation Supervisor Classification.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Piedmont does hereby resolve, declare, determine and order as follows:

1. The above recitals are correct and are incorporated into this resolution as findings of the City Council.
2. The job classification for new Public Safety Dispatch Supervisor Classification, attached hereto as Exhibit "1", is hereby approved.
3. The revised job classification for Recreation Supervisor, attached hereto as Exhibit "2", is hereby approved.
4. The Public Safety Dispatch Supervisor classification will be added to the Unrepresented Professional, Technical and Supervisory Unit.

5. Resolution 97B-2021 is hereby amended to revise Appendix A of Resolution 97B-2021 to include the two schedules for the Public Safety Dispatch Supervisor and Recreation Supervisor as follows:

Public Safety Dispatch Supervisor	% Increase	Step 1 0-6 mo.	Step 2 7-18 mo.	Step 3 19-30 mo.	Step 4 31-42 mo.	Step 5 43 mo. +
Effective May 6, 2024	N/A	\$8,088	\$8,492	\$8,917	\$9,363	\$9,831
Effective July 1, 2024	3.25%	\$8,351	\$8,768	\$9,207	\$9,667	\$10,151

Recreation Supervisor	% Increase	Step 1 0-6 mo.	Step 2 7-18 mo.	Step 3 19-30 mo.	Step 4 31-42 mo.	Step 5 43 mo. +
~~Effective 7/1/2023~~	~~3.25%~~	~~\$6,831~~	~~\$7,172~~	~~\$7,530~~	~~\$7,908~~	~~\$8,307~~
Effective May 6, 2024	N/A	\$7,220	\$7,581	\$7,960	\$8,358	\$8,776

~~Effective July 1, 2024~~	~~3.25%~~	~~\$7,053~~	~~\$7,405~~	~~\$7,775~~	~~\$8,165~~	~~\$8,577~~
Effective July 1, 2024	3.25%	\$7,455	\$7,828	\$8,219	\$8,630	\$9,061

6. In accordance with CalPERS Regulations, the City's Public Pay Schedule will be updated to reflect the above.
7. Resolution 97B-2021, Section 3.8, Certification Differentials, shall be deleted and replaced with the following:

3.8 Certification Differentials

- Public Works Supervisor

Additional differentials shall be paid to the Public Works Supervisor for obtaining and maintaining:

- 5% for Certified Arborist
- 5% for PACP certification
- 4% for CWEA Certification
- \$200 per month for NASSCO Manhole Assessment Certification
- \$200 per month for Exterior Technician + Lawn Care Technician Certifications from the NALP (must obtain both certifications to qualify)

- Planners
An additional differential of \$150 per month will be paid for obtaining and maintaining American Institute of Certified Planners (AICP) credentials through the American Planning Association.
- Public Safety Dispatch Supervisor
An additional differential of three percent (3%) of base salary for obtaining a POST Intermediate Certificate, or four percent (4%) of base salary for obtaining a POST Advanced Certificate (not cumulative).
- Sustainability Program Manager
An additional differential of \$150 per month will be paid for obtaining and maintaining LEED AP Certification.
- Recreation Supervisor
The Supervisors assigned to Childcare, Recreation Classes and Sports & Facility Rentals are eligible for an additional differential of 2% for obtaining and maintaining certification as a Certified Pool Operator through the National Swimming Pool Foundation.

The Supervisor in charge of Schoolmates is eligible for a 1% differential for obtaining and maintaining a professional development certificate approved by the City and related to the needs of children served by City Recreation/Childcare programs.

- Recreation Supervisor (Aquatics Assignment Only)
An additional differential of 2% for obtaining and maintaining certification for completing an American Red Cross First Aid for Public Safety Personnel (FAFPSP) Course and that complies with Title 22 of the California Code of Regulations, Section 100017.

An additional differential of 2% of the Aquatics Supervisor's base pay will be paid for obtaining and maintaining the American Red Cross Water Safety Instructor Certification.

All of the direct costs associated with obtaining and maintaining these certifications shall be paid by the City. All certification differentials are calculated based on the employee's base rate of pay.

8. The following shall be added to Resolution 97B-2021, Section 12.3, Uniform Allowance:

The Public Safety Dispatch Supervisor shall be entitled to the uniform allowance currently in effect for the dispatcher members of the City's represented General bargaining unit.

[END OF RESOLUTION]



APRIL 2024
FLSA: NON-EXEMPT

PUBLIC SAFETY DISPATCH SUPERVISOR

DEFINITION

Under general direction, provides shift supervision and general oversight for public safety dispatch center activities and operations including receiving, evaluating, prioritizing, and dispatching calls for emergency and non-emergency public safety assistance; supervises, trains, guides, schedules, tracks progress of dispatchers; coordinates assigned activities with other divisions, outside agencies, and the general public; performs a variety of technical tasks relative to the assigned functional area; performs dispatch duties as necessary; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Support Services Commander or designee. Exercises direct and general supervision over public safety dispatch staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the public safety dispatch class series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of public safety dispatch staff. Incumbents are expected to independently perform the full range of public safety dispatch duties as assigned. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Support Services Commander in that the latter has management responsibility for a major division of the Police Department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff involved in dispatch activities including both call taking and dispatching services and activities.
- Performs the full range of Public Safety Dispatcher duties as necessary; assists staff with calls for service, radio dispatching, or handling of emergency calls/critical incidents as they arise; provides support and handles requests as needed.
- Supervises, trains, and evaluates public safety dispatch staff personnel in Communications Center operations including dispatch procedures and the CAD system.
- Trains staff in work and safety procedures and in the operation and use of equipment; implements procedures and standards.
- Monitors technology systems and programs including alarms, cameras, closed-circuit television, and other viewing devices or platforms.
- Monitors and reviews dispatch activity, provides guidance, and addresses concerns for safe and efficient operations in the Communications Center.
- Assumes responsibility for shifts; schedules and mandates dispatcher shift assignment to maintain coverage 24 hours a day, 365 days a year.
- Reviews dispatch activity and reports any vital information to the Police Support Services Commander and Watch Commander.

- Develops, implements, and maintains the Dispatch Policy & Procedures Manual, Training Manual, and Quality Assurance/ Quality Control Program.
- Serves as back up to the Police Support Services Commander as the FBI Terminal Agency Coordinator (TAC) and the Agency California Law Enforcement Telecommunications System (CLETS) Coordinator with the Department of Justice (DOJ).
- Prepares recordings of radio and telephone communications for use as court evidence and training; may testify in court proceedings.
- Maintains all CAD databases, streets, maps and other files, records, and manuals necessary for proper police dispatch operation.
- Compiles data and prepares reports of calls for service, equipment dispatched and disposition; performs a variety of difficult and technical police record keeping work.
- Oversees and implements the Communication Training Program; mentors dispatchers in training.
- Coordinates public safety dispatch center activities with those of other divisions and outside agencies and organizations.
- Completes requests for subpoenas of events, phone calls, radio recordings, and other requested items.
- Answers questions and provides information to the public; investigates inquiries; recommends corrective actions to resolve issues.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Automated police telecommunications systems such as Computer-Aided Dispatch (CAD) and California Law Enforcement Telecommunications System (CLETS).
- Principles, procedures, processes and terminology used in 911 police, fire and related emergency radio and telephone communications.
- Geography and layout of the city and surrounding area.
- Functions, principles and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Applicable regulations, policies and statutes to the dispatcher function.
- Police radio codes.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.

Ability to:

- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Work independently for extended shifts.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Type a minimum of 35 words per minute.

- Quickly and accurately read and analyze computer responses from a variety of systems to gather necessary information.
- Memorize codes, names, street locations and other information.
- Respond quickly, calmly, and accurately under pressure, exercise good judgment, prioritize situations, and make sound decisions in emergency situations.
- Interpret, apply and explain policies, procedures and regulations.
- Perform clerical duties of average difficulty and maintain clear and accurate records.
- Understand the proper operation and care of voice radio equipment and Federal Communications Commission regulations governing the use of the voice radio equipment.
- Attend to multiple activities simultaneously.
- Obtain necessary information from individuals in stressful or emergency situations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Compile and summarize information to prepare clear and accurate reports in a timely manner.
- Maintain accurate records and files.
- Operate modern office equipment including computer equipment and software programs.
- Work independently with little direction.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Understand and carry out verbal and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by two years of college or possession of an Associate's degree in criminal justice, law enforcement, public or business administration, or a related field and three (3) years of increasingly responsible dispatching experience. One (1) year of lead or supervisory experience is desirable.

License or Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a Peace Officers Standards and Training (POST) Intermediate Public Safety Dispatcher Certificate.
- California Department of Justice CLETS T4T Training for Trainers within the probationary period.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office and law enforcement communications equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

ENVIRONMENTAL ELEMENTS

Employees work in an office setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing program policies and procedures.

WORKING CONDITIONS

Must pass a detailed background investigation, including polygraph and psychological testing, and medical exam. Must be available to work holidays, weekends and off-hours shifts; may be required to work for extended shifts in relief or emergency situations.

Civil Service Commission: 4/22/24
City Council: 5/6/24



REVISED APRIL 2024
FLSA: EXEMPT

RECREATION SUPERVISOR

DEFINITION

Under direction, develops, implements, monitors, evaluates, and supervises the operations of assigned recreation program areas and facility operations. Areas of responsibility include, but are not limited to: childcare, aquatics, sports, facility rentals, recreation classes, cultural activities, enrichment programs and services, special events, facility operations and rentals.; ensures City facilities, activities, and services are safe and effective; provides complex staff assistance to management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Recreation Director. Provides direct supervision to Coordinators, part-time staff, and volunteers.

CLASS CHARACTERISTICS

This full supervisory-level class exercises independent judgment on diverse and specialized activities with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff and for providing technical support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. This class is distinguished from Recreation Director in that the latter has overall management responsibility for City recreation functions and budget.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, develops, organizes, supervises, coordinates, reviews, and evaluates assigned programs, services, activities, and facility operations; establishes schedules and methods for providing programs and services; recommends improvements or modifications.
- Plans, organizes, assigns, supervises, and reviews the work of staff; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; participates in selection and promotion processes.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors assigned activities; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Works with community groups and residents in the development, coordination, and promotion of aquatic recreation and leisure programs; oversees and coordinates facility usage, and scheduling of activities, instruction, and events.

- Advises the Recreation Director, appropriate commissions and committees and the City Council on aspects of recreation program and planning; presents and justifies proposed plans, plan revisions and recommendations.
- Surveys the community to determine recreation needs and implements programs to satisfy those needs.
- Oversees the safe and proper operation of facilities, including Health Department inspections; inspects facility for needed repairs and maintenance contract compliance; coordinates with various City departments and contractors to coordinate repairs.
- Administers online registration system; creates and inputs schedules; trains staff on system functions; monitors performance and interfaces with vendor to resolve issues.
- Creates marketing materials for programs, including developing and preparing brochures, flyers, newsletters, and other materials; maintains and updates informational channels such as bulletin boards and websites including social media as needed.
- Develops, monitors, and tracks sponsorships and partner opportunities; maintains contacts and negotiates with vendors; conducts fundraising events.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, and files; ensures the proper documentation of operations and activities.
- Maintains accurate records of services and activities, including recreation schedules, program participation and analysis, rosters of participants, revenues, expenditures, grants, contract programs, accidents, and vandalism.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Coordinates special events activities with other City departments, divisions, outside agencies, and service providers; serves as staff liaison to various City commissions and community groups as assigned.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, and the public; makes presentations and provides information regarding assigned program areas/special projects and the City's recreational services upon request.
- Ensures the safety of assigned areas, such as playing fields, playgrounds, pool and other recreational facilities.
- Ensures staff compliance with all City and mandated safety rules, regulations, and protocols.
- Processes registrations, collects fees and issues receipts.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from a four-year college or university with major course work in recreation, business administration, or a related field.¹
- Three (3) years of increasingly responsible, full-time experience in recreation, aquatics, childcare, facility administration, special events or related field, including two (2) years in a leadership and/or supervisory capacity.

¹In lieu of a degree, equivalent experience will be considered on a year for year basis, in addition to the required experience.

Licenses and Certifications:

- Must possess a valid California Class C driver's license and have a satisfactory driving record.

- Must possess First Aid and CPR/AED certificates and maintain certification throughout employment.
- Relevant professional certifications are desirable, such as Certified Parks and Recreational Professional (CPRP), Certified Youth Sports Administrator (CYSA).
- For Aquatics related program areas, incumbents must maintain the following certifications throughout employment:
 - Certified Pool Operator or Aquatics Facility Operator
 - American Red Cross Lifeguard InstructorIf possession at time of hire is not in place, certifications shall be obtained within four (4) months of employment.
- The following certifications are highly encouraged:
 - American Red Cross Water Safety Instructor
 - First Aid for Public Safety Personnel (Title 22)

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of recreation and community service program development and administration, including program implementation, review, and evaluation, budgeting, and purchasing.
- Principles and practices of aquatic programming and service delivery, including rules, materials, and equipment.
- Principles, practices, and service delivery needs related to facility maintenance, rental programs, and community events.
- Occupational hazards and related safety precautions.
- Recreational, cultural, age-specific, and social needs of the community.
- Principles and practices of contract administration and evaluation.
- Community organizations to source and partner in the provision of recreation and community programs and services.
- Principles and practices of public relations techniques, including the utilization of social media.
- Principles and procedures of record keeping and report preparation.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for effectively dealing with individuals of various ages, various socio-economic and ethnic groups, and effectively representing the City in contacts with the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Aquatics Assignment Only:

- Principles, practices, methods, equipment, materials, and tools used in maintenance and repair of swimming pools, equipment, and facilities.
- Principles and practices of pool water testing and proper chemical water treatments.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex duties in delivering programs to participants.
- Administer first aid, CPR, and AED, as needed.
- Plan and develop policies and procedures to benefit adults, children, and families who wish to participate in a variety of recreational activities.
- Identify and analyze community needs and promote interest in the programs.
- Develop promotional materials and effectively market City programs and services.
- Respond quickly and appropriately in emergency situations and deal effectively with injuries and accidents resulting from aquatic/recreational programs and activities.
- Prepare and monitor program budgets.
- Negotiate and administer contracts.
- Maintain accurate logs, records, and basic written records of work performed.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and/or aquatic facility setting and use standard office and/or recreation equipment, including a computer; to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; and push and pull drawers open and closed to retrieve and file information. Supervisors not assigned to Aquatics must possess the ability to lift, carry, push and pull materials and objects weighing up to 35 pounds.

Aquatics Assignment Only:

In addition to the Physical Demands listed above, must possess the ability to perform work that may involve lifting children and adults, in and out of the pool up to 150 pounds or more with assistance, pulling a cover over the pool surface with assistance, and lifting, straightening, and moving pool deck furniture and equipment. Must possess the mobility to stand, stoop, reach, bend, climb, and swim, while in swimwear. Must be in good physical condition to stay in water for prolonged periods of time, work in extreme heat and/or cold, and the outdoors. Vision, which may be corrected; and hearing, which must be in a normal

range as measured by a standard audiogram, should be good enough to see and hear adults and children in life and/or health safety endangering situations.

ENVIRONMENTAL ELEMENTS

Employee works in an office environment with moderate noise levels as well as outdoors and may be exposed to inclement weather conditions; hot and cold temperatures. Incumbent may be exposed to blood and body fluids rendering First Aid and CPR and may be exposed to chlorine, acids, and other chemicals at aquatics facilities. Employee may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work off-shift and weekend hours, depending upon the program or project to which assigned. Must be fingerprinted for submission to the California Department of Justice in order to work with children.

Civil Service Commission: 4/22/24
City Council: 5/6/24

RESOLUTION NO. _____

RESOLUTION TO RECLASSIFY THE AQUATICS SUPERVISOR CLASSIFICATION TO
THE RECREATION SUPERVISOR CLASSIFICATION AND RESCIND RESOLUTION 12-
2024

WHEREAS, City staff has recommended reclassifying the Aquatics Supervisor Classification to the Recreation Supervisor Classification; and

WHEREAS, the City Council approved Resolution 97B-2021 on December 20, 2021, which set employment and compensation details for the Unrepresented Professional, Technical and Supervisory Unit, employees for the period of July 1, 2021 through June 30, 2025; and

WHEREAS, on March 4, 2024, Resolution 97B-2021 was revised by Resolution 12-2024 to include terms and conditions of employment for the Aquatics Supervisor position; and

WHEREAS, Resolution 12-2024 will be rescinded to reflect the reclassification of the Aquatics Supervisor to the Recreation Supervisor Classification.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Piedmont does hereby resolve, declare, determine and order as follows:

1. The above recitals are correct and are incorporated into this resolution as findings of the City Council.
2. The Aquatics Supervisor Classification is reclassified to the Recreation Supervisor Classification.
3. Resolution 12-2024, which revised Resolution 97B-2021, is hereby rescinded, and all references to the Aquatics Supervisor position are deleted.

[END OF RESOLUTION]

RESOLUTION NO. _____

RESOLUTION TO APPROVE REVISED JOB CLASSIFICATIONS FOR THE POLICE
CAPTAIN AND THE SUPPORT SERVICES COMMANDER

WHEREAS, City staff has recommended revising the Police Captain Classification to precisely align with the scope of job duties and responsibilities;

WHEREAS, City staff has recommended revising the Support Services Commander Classification to precisely align with the scope of job duties and responsibilities.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Piedmont does hereby resolve, declare, determine and order as follows:

1. The above recitals are correct and are incorporated into this resolution as findings of the City Council.
2. The revised job classification for Police Captain, attached hereto as Exhibit “1” is hereby approved.
3. The revised job classification for Support Services Commander, attached hereto as Exhibit “2” is hereby approved.

[END OF RESOLUTION]



REVISED APRIL 2024
FLSA: EXEMPT

POLICE CAPTAIN

DEFINITION

Under general direction of the Police Chief, plans, schedules, organizes, supervises, reviews, and evaluates the work of a major division of the department through a subordinate level of supervision; trains sworn and non-sworn staff and provides for their professional development; develops and implements departmental operational programs; provides administrative and budgetary support to the Chief of Police and acts for the Chief on a relief or as assigned basis; and performs related work as assigned.

CLASS CHARACTERISTICS

This mid-management level class is responsible for planning patrol and public service functions or administrative support activities, including assisting the Chief in formulating policy, developing goals and objectives, and administering the department's budget. Incumbents may respond to calls for service, however, the primary responsibilities are managerial, including the coordination of activities with those of other City departments and law enforcement agencies. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines. The class is distinguished from Police Chief in that the latter has overall management responsibility for the Police Department.

EXAMPLES OF DUTIES (Illustrative Only)

- Plans, schedules, organizes, assigns, reviews, and evaluates the work of sworn and non-sworn staff; ensures coverage of staff for all shifts and assignments; provides for the training of staff in work procedures, community-based policing, and for their professional development.
- Oversees the provision of such functions as investigations, parking enforcement and animal control.
- Recommends selection, disciplinary and other personnel decisions; counsels employees and administers discipline as required.
- Interprets laws, codes, policies, and procedures to staff; ensures legality and consistency of application.
- Assists with the development of goals, objectives, policies, procedures, and work standards for the department; assists with development and administration of the budget; prepares and reviews grant requests and assists in the administration of grant funds.
- Oversees sworn personnel selection procedures, including conducting interviews and background investigations.
- Works to build collaborative partnerships between the department and the individuals and organizations served; focus on developing proactive solutions and increasing trust in police by encouraging interactive partnerships with relevant stakeholders to develop solutions collaboratively.
- Develops cooperative working relationships and mutual aid agreements with representatives of other local public safety departments; provides and coordinates mutual aid in accordance with departmental policy.
- Proactively shares data, collaborates, and works closely with public and private groups such as social services providers, educators, health, and other professionals, local government and state and federal law enforcement to identify and solve problems.

- Responds to citizen concerns or inquiries regarding police services; responds to inquiries from the media.
- Coordinates the work of the division and the department with that of other City departments, outside agencies, citizen groups, the courts, and the media.
- Monitors legal, regulatory, technological, and societal changes and court decisions that may affect the work of the department; recommends equipment acquisition, training programs and procedural changes to ensure retention of qualified staff, and the provision of services to the community in an effective, efficient, and economical manner.
- Investigates and resolves problems with requests for services or complaints regarding police functions.
- Prepares a variety of correspondence, reports, procedures, and other written materials.
- Maintains and directs the maintenance of departmental files.
- Oversees the purchasing and maintenance of fleet.
- Responds to emergency or unusual situations; performs the full range of patrol, investigative and related duties of an officer and assumes a command role as appropriate; may oversee and coordinate the work of multi-agency task forces or committees.
- Acts for the Police Chief on a relief or as-assigned basis.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Principles and practices of work organization, staff supervision, training, professional development and work review and evaluation.
- Law enforcement principles, practices and techniques related to patrol, traffic enforcement, crime scene control and investigation, protection of life and property, pursuit, apprehension, and transport of suspects.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Rules of evidence regarding search and seizure and the preservation of evidence.
- Investigation and identification techniques and equipment.
- Courtroom procedures and techniques for testifying.
- Applicable federal, state, and local laws, codes, ordinances, regulations, and standards affecting Police Department operations.
- Operational characteristics and safety practices of equipment related to the work, including the safe use and proper care of firearms.
- Community-based policing principles, practices, and techniques related to changing and shifting paradigms, partnerships and diversity, strategic planning, ethics and integrity.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Techniques of first aid and CPR.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone, often when relations may be confrontational or stressed.

Skill in:

- Planning, scheduling, assigning, supervising, reviewing, and evaluating the work of sworn and non-sworn staff.
- Training staff in work procedures, community-based policing techniques, and providing for their professional development.
- Assisting in performing departmental administrative duties, such as budget development and administration and policy and procedure development.
- Providing administrative, management, and professional leadership for the assigned division.
- Observing accurately, recalling faces, names, descriptive characteristics, and facts of incidents and places.
- Interpreting, applying, and explaining complex laws, codes, regulations, and ordinances.
- Preparing clear, accurate and grammatically correct reports, records, and other written materials.
- Making sound, independent decisions as a shift leader and in emergency situations.
- Effectively using computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicating clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Effectively representing the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Identifying and being responsive to community issues, concerns and needs.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Establishing and maintaining effective working relationships with the community and others contacted in the course of the work.

Education and Experience:

Equivalent to graduation from a four-year college or university with major course work in criminology, law enforcement, social or police science, public administration or a field related to the work and two years of supervisory experience in the police service, equivalent to the level of Sergeant or above. Additional supervisory experience can be substituted for the education requirement on a year-for-year basis to a maximum of two years.

Licenses and Certifications:

Must possess a valid California class C driver's license and have a satisfactory driving record. Must possess a valid supervisory certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.) and possess and maintain firearms qualification.

Physical Demands:

Must maintain P.O.S.T. physical standards, including mobility and physical strength and stamina to respond to emergency situations and apprehend suspects, lift and move individuals or objects weighing to 100 pounds; ability to work in a standard office setting; vision and manual dexterity to operate vehicles, to maintain firearms qualification and to read printed materials and a computer screen; finger and manual dexterity is needed to operate police services equipment and firearms, and to access, enter, and retrieve

data using a computer keyboard; vision to maintain firearms qualification, to read printed materials and a computer screen, discern colors and work in a night setting; and hearing and speech to communicate in person, before groups and over the telephone and radio.

Environmental Conditions:

Employees work in an office or station environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees also work in outdoor conditions, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, moving vehicles, and hazardous physical substances and fumes.

Additional Requirements:

- Must pass a detailed background investigation including an evaluation of character, emotional and mental condition.
- Must be willing to work extended shifts or be called back in emergency situations and work with exposure to difficult circumstances, including exposure to dangerous situations, hazardous materials, and all-weather conditions.

Civil Service Commission: 4/22/24
City Council: 5/6/24



REVISED APRIL 2024
FLSA: EXEMPT

SUPPORT SERVICES COMMANDER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex technical and administrative support related to all programs and activities of the support services functions of the Police Department including , dispatch, records, , property and evidence, and information technology; administers current and long-term planning activities; manages the effective use of resources to improve organizational productivity and customer service; provides complex and responsible support to the Police Chief in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Police Chief. Exercises direct and general supervision over supervisory, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a non-sworn mid-management classification that has management and administrative responsibilities which include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Police Chief in a variety of areas. Successful performance of the work requires an extensive background in police records management as well as skill in coordinating departmental work.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Police Records function, including maintenance, processing, release and distribution, and security of police records and subpoena and warrant processing; functions as Records Security Officer acting as official custodian of criminal justice records for the department; takes necessary action to ensure compliance with court orders.
- Plans, manages, and oversees the daily functions, operations, and activities of the Police Communications function, including receiving police and emergency calls, dispatching Police units following prescribed procedures, and answering non-emergency calls for public safety and other City departments; acts as the Public Safety Answering Point (PSAP) manager and Agency Terminal Coordinator.
- Oversees activities associated with the tracking, handling, and safekeeping of evidence and found property for the Police Department, including maintaining the physical integrity and control of evidentiary items in the City's custody, data input, material cataloging, processing and disposal, and maintaining the chain of evidence.
- Oversees the police department's information technology resources and function; purchase and implement new computer hardware and software, the management of all computer systems including

the Computer Aided Dispatch (CAD) and Records Management System (RMS); oversees and manages technical services to keep the IT system technologically up-to-date and operating efficiently and reliably.

- Manages, develops, coordinates, and implements social media content which communicates Department activities, community alerts and other information to the public.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Police Chief.
- Coordinates and performs professional-level administrative and programmatic work in such areas as budget development, financial administration and reporting, grants, purchasing, database management, contract administration, management analysis, public information, and program evaluation.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Oversees and participates in assembling and compiling information for a variety of departmental, State mandated, and statistical reports, including verifying accuracy and completion of reports and maintaining files.
- Oversees all technology programs including the Department's surveillance and Automated License Plate Reader (ALPR) programs, digital evidence storage solutions, investigative data-bases and Body Worn Camera program.
- Plans, oversees, coordinates, and implements the Police Department's volunteer program including selection, training, and work coordination.
- Administers the review of parking citations and hearing requests.
- Conducts and prepares regulated State of California Department of Justice (DOJ) and National Crime Information Center (NCIC) audits.
- Oversees the purchasing and maintenance of equipment including radio and telephone dispatching systems and recording systems.
- Participates on a variety of interdisciplinary meetings and represents the City to the community and other organizations.
- Serves as a liaison to employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Provides highly complex staff assistance to the Police Chief; prepares and presents staff reports and other necessary correspondence.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities, including complex financial, budget, personnel, operational, or administrative issues or questions; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of police records management; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Performs other duties as assigned.

QUALIFICATIONS**Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Functions, principles, and practices of law enforcement agencies.
- Principles and practices for records management, including records disbursement procedures.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Principles and practices of budget administration and accountability.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned divisions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for records management and evidence processing, including records disbursement and chain of evidence procedures.
- Methods used in the collection, tabulation, review, analysis, and distribution of evidence and property, forms, reports, and documents.
- Business letter writing and the standard format for reports and correspondence.
- Modern office practices, methods, and computer equipment and applications related to the work, including automated information systems for Federal, State, and regional law enforcement.
- Business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- Principles and practices of data collection and report preparation.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Maintain accurate records and files of work performed.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of manual and computerized record keeping systems.
- Make sound, independent decisions within established policy and procedural guidelines.

- Organize and manage a variety of programs and projects in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education

Graduation from high school and an Associate's degree¹ with major course work in business administration, public administration, criminal justice, or a field related to the work is required (a Bachelor's degree is preferred); and

Experience

Three (3) years of increasingly responsible management and/or administrative experience in public safety dispatching, records management, and/or property room management which must have included at least two (2) years of supervisory experience.

¹In lieu of a degree, equivalent experience will be considered on a year for year basis, in addition to the required experience.

Licenses and Certifications:

- Possession of a valid P.O.S.T. Civilian Supervisor certificate desired.
- Possession of a valid C.L.E.T.S. Operator certificate desired.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

Civil Service Commission: 4/22/24
City Council: 5/6/24